



# Department of Health

ANDREW M. CUOMO  
Governor

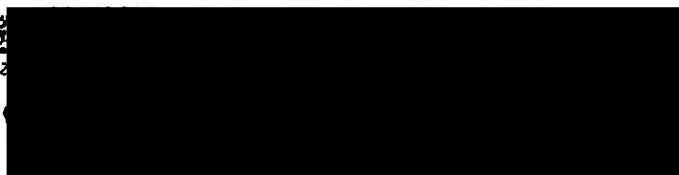
HOWARD A. ZUCKER, M.D., J.D.  
Acting Commissioner

SALLY DRESLIN, M.S., R.N.  
Executive Deputy Commissioner

May 13, 2017



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Dear GuildNet Member

You were recently sent a letter from GuildNet, your Managed Long Term Care Plan, informing you of their intent to no longer serve your county effective June 1, 2017. The letter suggests that you should select a new Managed Long Term Care Plan before May 18, 2017 to ensure a smooth transfer to a new plan by June 1, 2017. We are concerned that this letter is causing confusion, and want to clarify that **you do not need to transfer to a new plan by June 1, 2017.**

GuildNet has requested to stop providing services in your county. During this transition, the State requires GuildNet to continue providing your existing services until a smooth transfer can be completed to your new plan of choice. You can contact *New York Medicaid Choice* (NYMC) for information about plans available to you and assistance with enrolling in a new plan. All plans provide the same core services and benefits.

**Call New York Medicaid Choice at: 1-888-401-MLTC or 1-888-401-6582  
TTY users: 1-888-329-1541. You can call Monday to Friday, from 8:30 am to 8:00 pm and Saturday, from 10:00 am to 6:00 pm.**

Please turn this page for more information



There is no firm deadline for switching to a new plan. You may remain in GuildNet and continue to receive your existing level of services until you have found a plan that meets your needs and the enrollment transfer can be arranged. If you experience any disruption to your services before or after June 1, 2017, please contact either the New York State Department of Health (NYSDOH) or the Independent Consumer Assistance Network (ICAN) immediately:

**New York State Department of Health**

**1-866-712-7197**

**Independent Consumer  
Assistance Network (ICAN)**

**1-844-614-8800**

**TTY users: 711**